



CITY OF DURHAM | NORTH CAROLINA

Date: December 8, 2015

To: Thomas J. Bonfield, City Manager
Through: Wanda S. Page, Deputy City Manager
From: Kerry L. Goode, CIO/Director of Technology Solutions
Subject: VoIP Telephone System Management and Monitoring (NWN Corporation)

Executive Summary

The City of Durham implemented an in-house Voice over Internet Protocol (VoIP) telephone system in 2014, to replace the previous hosted IP telephone system to reduce costs and increase functionality. The City of Durham contracted with the vendor Internetwork Engineering to implement the in-house Cisco Unified Communications Solution.

The newly implemented VoIP telephone system requires 24/7 monitoring and support. Technology Solutions is not staffed to provide this level of service. NWN Corporation has been selected off State contract to provide this service through a managed service contract. The proposed managed services contract will support 1,622 phones and encompasses the following products: Cisco UC Servers, Voice Gateways, Analog Gateways, and InformaCast Server. InformaCast is a software solution that transforms Cisco phones, overhead speakers, and other devices into a powerful IP paging and emergency notification system which enhances the City's active shooter notification guidelines.

Recommendation

The administration recommends that the City Council authorize the City Manager to execute a service contract with NWN Corporation in the amount of \$505,100 to provide on-call engineering support, management, and monitoring services for a five-year period including a one-time enablement fee.

Background

The City of Durham implemented a new VoIP system (Cisco Unified Communications Solution) in 2014. The goal of this project was to migrate to a system that will accommodate the continued technological growth of the City of Durham by enhancing the phone system infrastructure, configuration, and integration. The total cost of the phone system will decrease over the next ten years.

As part of the initial project plan, a vendor should be selected to provide continued support of the phone system through a managed service agreement upon completion of the system implementation. For that reason, Technology Solutions now seeks to enter into a proactive monitoring and management service contract with NWN Corporation using the North Carolina State Telephony Premise Equipment and Maintenance convenience contract 725A.

Technology Solutions staff considered several vendors on state contract and selected NWN Corporation for the following reasons:

- Proven track record of providing excellent service to the City of Durham
- Proven track record of supporting large VoIP phone systems within other organizations
- Provided more value per dollar than alternative providers

Issues/Analysis

NWN Corporation has successfully managed in-house telephone systems for several companies and municipalities using VoIP phone system platforms. Additionally, NWN Corporation has familiarity with the City of Durham VoIP network gained by providing services to the City's Metropolitan Area Network (City's IP Network) over the last three years. Due to their experience in providing service to the City of Durham, NWN Corporation will be able to provide an expedited return on investment.

Alternatives

The City can hire and train a new network engineer with the specialized skills required to monitor and manage the VoIP telephone services. However, recruitment for this specialized position would require an extensive search and recruiting candidates has proven to be difficult due to the competitive conditions of the job market.

Financial Impact

The proposed service contract is with NWN Corporation to provide 24-7-365 proactive monitoring and management service at the cost of \$99,060 annually for five years for a total of \$495,300. There will be a one-time enablement fee of \$9,800 bringing the total five year cost of the managed service contract to \$505,100.

The proposed service contract will be funded from the City's consolidated communications budgets.

SDBE Summary

The Department of Equal Opportunity/Equity Assurance reviewed the bid submitted by **NWN Corporation of Morrisville, NC** and have determined that they are in compliance with the Ordinance to Promote Equal Opportunities in City Contracting.

SDBE Requirements

There were no SDBE firms to provide this service.

Workforce Statistics

The workforce statistics for **NWN Corporation** are as follows:

Total Workforce	539	100%
Total Females	153	28%
Total Males	386	72%
Black Males	36	7%
White Males	296	55%
Other Males	54	10%
Black Females	10	2%
White Females	121	22%
Other Females	22	4%